How to... Utilize STE and ITE-4 Telephone System Features

Ring Coding
1 RING - Internal MSFC call
2 RINGS - External call
3 RINGS - System priority call
(Associated with a feature)

Major System Features
Two instrument types are supported: The Standard Telephone Equipment (STE) with ten feature buttons and the Integrated Terminal Equipment (ITE-4) with feature buttons at the top. The feature descriptions listed below are for access from the touch pad of an STE instrument. ITE-4 features access is generally available from an assigned button; however, features that do not require the use of the flash button can be performed using the touch-tone pad. Voice mail is a limited system feature and is not automatically provided to all MSFC instruments.

Hold
ITE-4 - Press the Hold button. To retrieve, press the line you wish to access, then the Hold button.

STE - Press the red Hold button and hang up the phone. To retrieve, lift the handset. To place one call on hold and dial another, press **Flash *4**. To retrieve the original call, press ***4**.

Transfer
ITE-4 - Press the Transfer button, dial extension, then either announce the call, or hang up.

STE - Press **Flash *1**, dial extension, then either announce the call or hang up.

Conference
Used to add parties to existing conversation (up to 7 parties with 4 external).

ITE-4 - Press Conference Button, dial number. When connection is made press Conference button. Repeat to add remaining parties.

STE - Press **Flash #1**, dial number. When connection is made, press **Flash #1**. Repeat to add remaining parties.

If a called number is busy or unanswered, hang up, then press Conference button (ITE-4) or **#1** (STE) to return to the original conference.

Call Back - *Busy or No Answer*
ITE-4 - To leave a Call Back message, dial number then depress Call Back button. To return a Call Back message, press the flickering line button then the Call Back button.

STE - Dial number, then press **Flash *7**. To return call back message, press ***7**.

Call Forward - *All Calls*
ITE-4 - Press Call Forward button, then dial extension. To remove, press Call Forward button.

STE - Press ***3**, then dial extension. To remove, press **#3**.

Call Pickup
To answer a phone in your call pickup group, press the Call Pickup button (ITE-4) or dial **#7** (STE).

Call Park
ITE-4 - Press Call Park button. To retrieve a parked call, dial the 3-digit call park number.

STE - Press **Flash *9**. To retrieve a parked call, dial the 3-digit call park number.

Abbreviated Dial
STE/ITE-4 - To store numbers, press Abbreviated Dial button, key in *, reference number (0-9), then dial number. To retrieve, press Abbreviated Dial button and key in reference number.

STE - To store number, press **# 4 ***, key in reference number (0-9), then dial number. To retrieve, press **#4**, then the reference number.

Last Number Redial
To dial the last external number, press the Last Number Redial button (ITE-4) or **#9** (STE).

STE/ITE-4 Voice Response Unit (VRU) Vocabulary
The VRU will repeat the message 3 times before dial tone is heard; however, you do not have to wait before dialing a number or a function.

Enter:
A Flash has been performed satisfactorily.
Held:
A call has been left on Hold, dial ***4** to retrieve.
Forward:
The extension has been call forwarded to another number. Dial **#3**, to retrieve.
Conference:
A Conference has been placed on hold. Dial **#1** to retrieve.
Call Back:
A Call back message has been left. Dial ***7** to retrieve.
Voice Message:
A message has been left. Dial ***5** to access.

Voice Message Exchange (VMX)
To access the system from your phone: Dial ***5** or press the **INTEMAIL** button. Then dial ## (and your

security code if applicable). The system will provide further instructions.

External system access. From any touch-tone phone, dial **(256) 544-6000**. The system will ask you to enter **#** and your extension number. Your extension number is **4-XXXX** or **5-XXXX** if your phone number is **544-XXXX** or **961-XXXX,** respectively.

To get help at any time. Dial **0**, and the system will list and explain accessible features. To hear the list of all features, dial **00** at any time.

Exiting your mailbox. It is important to exit your mailbox properly in order to initiate the commands you have entered. Dial **9** to initiate the exit. The system will tell you how many messages will be erased. The following choices are available to you:

9	Completes exit and hangs up.
0	Completes exit and allows you to dial another extension through the VMX system.
*	Cancels exit and returns you to the **Ready** prompt.

The **Ready** prompt designates the beginning or end of all mailbox choices. Whenever you hear the **Ready** prompt, the system is ready to process your next request. You can get the **Ready** prompt from anywhere in your mailbox by pressing **##.**

To listen to your messages: Dial **5** for Listen after the **Ready** prompt. The following commands can be entered at any time during the message (note that the letter corresponds to the number on the keypad):

2	Backup a few seconds
22	Backup to Beginning
3	Erase
4	Go forward a few seconds
5	Listen to next message
7	Save message
8	Time/date stamp
13	Forward message
14	Immediate call back
*	Pause/resume message
15	Listen to previous message
17	Reply to message
18	Volume adjust

If you take no action, the system will automatically erase your message.

To send a message: Dial **6** for Record Message after the **Ready** prompt. When finished recording message, press **#**. The following commands can be used while recording your message:

2	Backup to review last few seconds
22	Backup to Beginning
3	Erase the message
*	Pause/resume recording

The following commands are used to address and send the message:

##	Send message without addressing options
#	Addressing options:
1	Return receipt
3	Send to additional addresses
4	Mark private
5	Future delivery
**	Erase message
#	Send message

The VMX system offers several different ways to customize or manage your individual voice mailbox. If you will be out of the office for awhile, you may want to notify your callers by recording a greeting. **To record or change a greeting:** Dial **4** to access **G**reeting after the **Ready** prompt. Then press **1** to turn greeting on; press **2** to turn greeting off; press **5** to listen to greeting; or press **6** to record a new greeting. While recording, the following commands can be used:

2	Backup to review last few seconds
22	Backup to Beginning
3	Erase
*	Pause/resume recording
#	End recording and turn on greeting

To activate custom options of your mailbox: Dial **16** for Options at the **Ready** prompt. The system will provide you a list of custom options available. **It is strongly recommended that you put a Security Code on your mailbox.** Dial **2** after accessing the custom options menu. The security code can be from 1 to 10 digits. You will have to enter this code every time you enter your voice mailbox.

For more information on Voice Message Exchange features, contact your Telecommunications Coordinator.

If you have Voice Message, telephone service problems, or questions about any other telephones or telephone services, please call the NISC (NASA Information Support Center) at 544-HELP, Option 0".